

Interaction Gateway®

For complete single-vendor SIP capability

Interaction Gateway provides a powerful gateway for SIP when integrated with the Customer Interaction Center® (CIC) IP contact center platform, Interaction Dialer® (2.4 or higher) for SIP-based outbound predictive dialing, or the Enterprise Interaction Center® (EIC) IP PBX software for VoIP.

The Interaction Gateway appliance also allows contact centers and businesses to do something most gateways don't: Implement a fully-integrated SIP solution for IP communications from ONE vendor. Whether a CIC, CIC/Interaction Dialer, or EIC configuration, Interaction Gateway instantly enhances special dial plan routing, redundancy and load balancing across your "IC" platform.

International protocol support

Interaction Gateway provides digital trunk support for T1/ISDN (NI2, 4ESS, 5ESS, DMS, QSIG ECMA), T1/CAS, and E1/EuroISDN.

SIP capability for Interaction Dialer

When configured with CIC and Interaction Dialer 2.4 or higher, Interaction Gateway allows teleservices firms and businesses offering blended inbound/ outbound dialing services to:

Perform advanced call analysis for outbound dialing needs.

In a SIP station's live-side configuration, Interaction Gateway leverages Interactive Intelligence's telephony infrastructure expertise to differentiate between a live caller, an answering machine, a fax machine, a busy signal or any other call detection situation, including differentiating Special Instruction Tones (SIT) tones.

Handle the high-volume outbound capacities of Interaction Dialer servers. Interaction Dialer is designed for greater trunking needs and scalability with its NxM "rack and stack" architecture. The Interaction Gateway appliance also is designed in line with Interactive Intelligence's SIP-based software approach and made especially for the Interaction Dialer application. Because Interaction Dialer and Interaction Gateway integrate directly to CIC, call campaign and system performance monitoring is centralized in CIC's single administration environment.

Models



IG204 — 4 spans:

T1/96 channels, E1/120 channels



IG208 — 8 spans:

T1/192 channels, E1/240 channels

Key features

Digital trunk-to-SIP conversion

Available in 4-span and 8-span models

Fully integrates to the Customer Interaction Center IP contact center platform and the Enterprise Interaction Center IP PBX

- Easy to set up
- Web-based configuration
- Special dial plan routing
- A complete single-vendor solution

Flexible NxM architecture deployment for:

- High scalability, load balancing and fault tolerance
- Increased redundancy and reliability

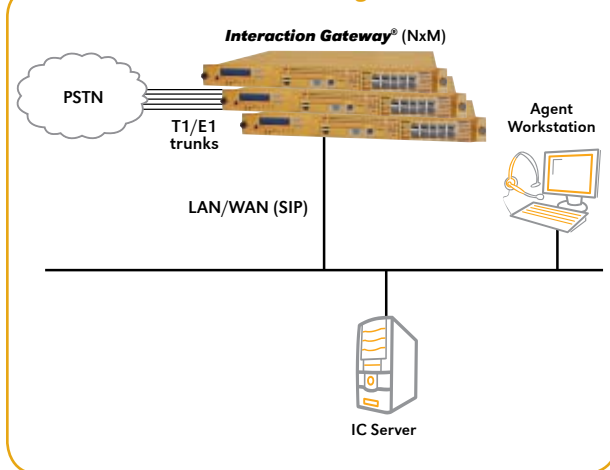
High call volume capacity via outbound Interaction Dialer servers

- Advanced call analysis for outbound dialing

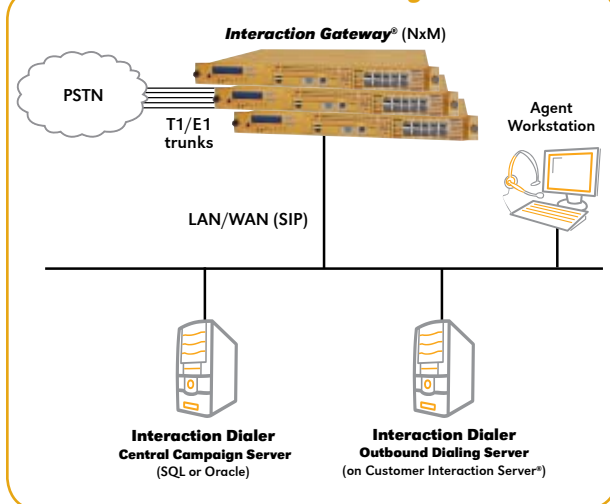
Fax relay support

- Fax transmissions to and from the PSTN (via 7.38)

IC Server Configuration



Interaction Dialer Configuration



Browser-based configuration

Install Interaction Gateway quickly and easily using a plug-in network connection and simplified deployment tool that runs from a USB key. Or if using DHCP, simply plug in the Interaction Gateway and discover the assigned IP address on the LCD screen. Once installed, Interaction Gateway's browser-based environment allows administrators to:

- Configure call routes = intelligent mapping similar to dial plan/proxy
- Continuously monitor system performance
- Load and apply Interactive Intelligence Service Updates (SUs)
- Perform simple log retrieval via FTP
- Gateway's browser-based environment allows administrators to:

Technical specifications and features

Protocol compatibility

- NI2, National ISDN-2
- 5ESS, AT&T
- 4ESS, AT&T:
- DMS, Nortel
- QSIG, ECMA
- 164/165
- E1/EuroISDN
- T1/CAS

Call analysis support with CIC 2.4 (and higher)

Return these call analysis results to CIC/Interaction Dialer for processing.

- Answering Machine
- Positive Voice
- Silence Detected
- Fax Machine
- Cadence Break
- No Answer
- Busy
- Modem
- No Ringback
- SIT
 - No Circuit
 - Re-order
 - Vacant Code

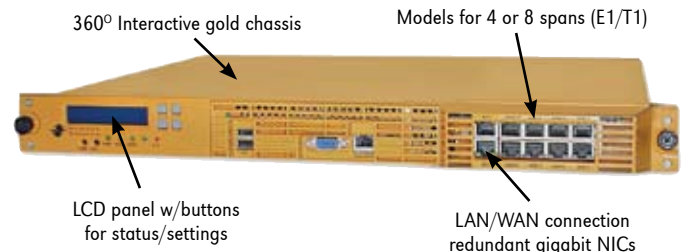
Server

Dimensions	1U (H) x 16 in (D) x 16.7 (W) 19-inch rack mount, rack ear mounting
Temperature	Operating: 50F to 95F (10C to 35C) Non-operating: -40F to 158F (-40C to 70C)
Humidity	Operating: 8-80% (non-condensing)
Noise	Below acceptable office (55Db)
AC voltage	100-127 VAC or 200-240 VAC, auto-sensing
DC output	12V (18A max), +5V (25A max), +3.3V (15A max)
Power	260W minimum
Processor	Intel® dual core processors, DDR2 DIMM memory
USB	Front dual USB interfaces
LAN support	Dual redundant gigabit (10/100/1000 Mbits/sec) NICs
Software	Microsoft® Windows® XP embedded
LCD display	20x2, 4 keys, USB interface



Browser-based configuration for rapid deployment and configuration.

Server highlights (Model IG208 shown)



Headless — no mouse, monitor or keyboard required

- USB ports available

SIP coder support — voice coding/compression

- G.711 — better quality, more bandwidth consumption
- G.729ab — low-bit rate coder, less bandwidth consumption

INTERACTIVE INTELLIGENCE®

Interactive Intelligence offers unified business communications solutions for contact center automation, enterprise IP telephony, and enterprise messaging, based on our open standards, all-in-one software suite. More than 3,000 organizations worldwide currently benefit from our premise-based and hosted solutions, which include value-added services for software, hardware, implementation, consulting, support and education.

At Interactive Intelligence, it's what we do.

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